

Data Protection: Requests and Complaints

You can use this page to ask about the personal information we hold about you or your child, or to complain about how we have handled it. You can ask for:

- a copy of the information we hold;
- wrong information to be corrected;
- information to be deleted, or for us to stop using it;
- us to stop sending you marketing.

You don't need to use any special wording. Just tell us what you'd like, or what's gone wrong, and we'll take it from there. It's free.

What happens next

We'll confirm we've received your message within 5 working days. We'll answer requests for your information within one month. For complaints, we'll aim to reply in writing within 10 working days, or within 20 working days if we need to investigate further, and we'll tell you if it will take longer. If you're not happy with our reply, you can ask our Director to review it. We may need to check your identity first.

How to contact us

Email: dataprotection@themusicworks.uk

Phone: 01483 516060

Post: Data Protection, The Music Works, Rodborough School, Rake Lane, Milford, Surrey, GU8 5BZ

More information

You can read how we use personal information in our [Privacy Policy](#). If you're not happy with our response, you can complain to the Information Commission (the ICO) at ico.org.uk/make-a-complaint or on 0303 123 1113.

The Music Works is a trading name of Orpheus Music Ltd, company number 11674267.